11/16/2023 11/16/2023 1/11/2025 1/11/2025 1/11/2025 1/11/2025 1/11/2031 1/11/2031 1/11/2031 1/11/2031 1/11/2031 1/11/2031 1/11/2031 1/11/2031 1/11/2031 1/11/2031 1/11/2031 1/11/2031 1/11/2031 1/11/2031 1/11/2031 1/11/2031 1/11/2031 1/11/2031 1/11/2031 1/11/2031 1/11/2031 1/11/2031 1/11/2031 1/11/2031 1/11/2031 1/11/2031 1/11/2031 1/11/2031 1/11/2031 1/11/2031 1/11/2031 1/11/2031 1/11/2031 1/11/2031 1/11/2031 1/11/2031 1/11/2031 1/11/2031 1/11/2031 1/11/2031 1/11/2031 1/11/2031 1/11/2031 1/11/2031 1/11/2031 1/11/2031 1/11/2031 1/11/2031 1/11/2031 1/11/2031 1/11/2031 1/11/2031 1/11/2031 1/11/2031 1/11/2031 1/11/2031 1/11/2031 1/11/2031 1/11/2031 1/11/2031 1/11/2031 1/11/2031 1/11/2031 1/11/2031 1/11/2031 1/11/2031 1/11/2031 1/11/2031 1/11/2031 1/11/2031 1/11/2031 1/11/2031 1/11/2031 1/11/2031 1/11/2031 1/11/2031 1/11/2031 1/11/2031 1/11/2031 1/11/2031 1/11/2031 1/11/2031 1/11/2031 1/11/2031 1/11/2031 1/11/2031 1/11/2031 1/11/2031 1/11/2031 1/11/2031 1/11/2031 1/11/2031 1/11/2031 1/11/2031 1/11/2031 1/11/2031 1/11/2031 1/11/2031 1/11/2031 1/11/2031 1/11/2031 1/11/2031 1/11/2031 1/11/2031 1/11/2031 1/11/2031 1/11/2031 1/11/2031 1/11/2031 1/11/2031 1/11/2031 1/11/2031 1/11/2031 1/11/2031 1/11/2031 1/11/2031 1/11/2031 1/11/2031 1/11/2031 1/11/2031 1/11/2031 1/11/2031 1/11/2031 1/11/2031 1/11/2031 1/11/2031 1/11/2031 1/11/2031 1/11/2031 1/11/2031 1/11/2031 1/11/2031 1/11/2031 1/11/2031 1/11/2031 1/11/2031 1/11/2031 1/11/2031 1/11/2031 1/11/2031 1/11/2031 1/11/2031 1/11/2031 1/11/2031 1/11/2031 1/11/2031 1/11/2031 1/11/2031 1/11/2031 1/11/2031 1/11/2031 1/11/2031 1/11/2031 1/11/2031 1/11/2031 1/11/2031 1/11/2031 1/11/2031 1/11/2031 1/11/2031 1/11/2031 1/11/2031 1/11/2031 1/11/2031 1/														
Vendor	Analytics & Reporting	6-Apr-23												
Microsoft Dataverse Power Pattorn	Vendor	Product	Version	Release		N, N-1		Projected	Approved			Prohibited	End of	Reference
Microsoft Dataverse Power Platform														
Current	Data Management Pl	atform as a Service (PaaS)												
Current	a.e. 6. D .	Dawar Blatform			Approved									
Microsoft SQL SQL Server 2025 Projected 11/1/2025 11/1/2025 1/11/2028 1/11/2029 1/11/2031 1/11/2031 1/11/2031 1/11/2031 1/11/2031 1/11/2031 1/11/2031 1/11/2031 1/11/2031 1/11/2031 1/11/2031 1/11/2031 1/11/2031 1/11/2031 1/11/2031 1/11/2031 1/11/2031 1/11/2031 1/11/2031 1/11/2031 1/11/2031 1/11/2031 1/11/2031 1/11/2031 1/11/2031 1/11/2031 1/11/2031 1/11/2031 1/11/2031 1/11/2031 1/11/2031 1/11/2031 1/11/2031 1/11/2031 1/11/2031 1/11/2031 1/11/2031 1/11/2031 1/11/2031 1/11/2031 1/11/2031 1/11/2031 1/11/2031 1/11/2031 1/11/2031 1/11/2031 1/11/2031 1/11/2031 1/11/2031 1/11/2031 1/11/2031 1/11/2031 1/11/2031 1/11/2031 1/11/2031 1/11/2031 1/11/2031 1/11/2031 1/11/2031 1/11/2031 1/11/2031 1/11/2031 1/11/2031 1/11/2031 1/11/2031 1/11/2031 1/11/2031 1/11/2031 1/11/2031 1/11/2031 1/11/2031 1/11/2031 1/11/2031 1/11/2031 1/11/2031 1/11/2031 1/11/2031 1/11/2031 1/11/2031 1/11/2031 1/11/2031 1/11/2031 1/11/2031 1/11/2031 1/11/2031 1/11/2031 1/11/2031 1/11/2031 1/11/2031 1/11/2031 1/11/2031 1/11/2031 1/11/2031 1/11/2031 1/11/2031 1/11/2031 1/11/2031 1/11/2031 1/11/2031 1/11/2031 1/11/2031 1/11/2031 1/11/2031 1/11/2031 1/11/2031 1/11/2031 1/11/2031 1/11/2031 1/11/2031 1/11/2031 1/11/2031 1/11/2031 1/11/2031 1/11/2031 1/11/2031 1/11/2031 1/11/2031 1/11/2031 1/11/2031 1/11/2031 1/11/2031 1/11/2031 1/11/2031 1/11/2031 1/11/2031 1/11/2031 1/11/2031 1/11/2031 1/11/2031 1/11/2031 1/11/2031 1/11/2031 1/11/2031 1/11/2031 1/11/2031 1/11/2031 1/11/2031 1/11/2031 1/11/2031 1/11/2031 1/11/2031 1/11/2031 1/11/2031 1/11/2031 1/11/2031 1/11/2031 1/11/2031 1/11/2031 1/11/2031 1/11/2031 1/11/2031 1/11/2031 1/11/2031 1/11/2031 1/11/2031 1/11/2031 1/11/2031 1/11/2031 1/11/2031 1/11/2031 1/11/2031 1/11/2031 1/11			Current			N								
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2019 N 11/4/2019 11/4/2025 1/8/2027 1/8/2028 1/8/2030 https://learn.microsoft.com/en-us/lifecycle/products/sql-server-2019 2017 Skipped	WHICH USUIT SQL	SQL Server					11/16/2022	11/1/2023	11/16/2023	1/11/2028	1/11/2029	1/11/2031	1/11/2033	us/lifecycle/search?alpha=sql%20server Mainstream end date: 1/11/2028;
Divest: Plan N-1 6/1/2016 Fig. 12016 N-1 6/1/2016 Fig. 12016 Fig. 12017 Fig. 12018 Fig. 12018						N	11/4/2019		11/4/2020	1/14/2025	1/8/2027	1/8/2028	1/8/2030	https://learn.microsoft.com/en- us/lifecycle/products/sql-server-2019
policy-questions						N-1	6/1/2016		6/1/2017	7/14/2022	7/14/2023	7/14/2024	7/14/2026	https://support.microsoft.com/en- us/help/17140/lifecycle-faq-general-
			2014		Prohibited		4/1/2014			10/2/2019	11/4/2020	7/9/2022	7/9/2024	

			I									
		2012		End of Support						7/12/2020	7/12/2022	
				Approved	N							
Microsoft Azure SQL DB	Azure SQL DB	current		Approved	N	10/21/2016	10/21/2017				TBD	
IBM - DB2	DB2 for z/OS	13.1.0		Emerging Approved	N	5/31/2022 10/21/2016	5/31/2023					https://www.ibm.com/support/lifecycle/ index.html#/ https://www.ibm.com/support/pages/st andard-and-enhanced-ibm-software- support-lifecycle-policies
	DB2 for Linux, Unix, and Windows	11.5		Approved	N	4/30/2021	4/30/2022	9/30/2023	9/30/2024	9/30/2025	9/30/2028	https://www.ibm.com/support/pages/d
	,	11.1		Prohibited		6/15/2016	6/15/2017	10/30/2020	4/30/2021	4/30/2022	4/30/2025	
		10.5		End of Support							4/30/2020	
		10.1		End of Support							9/30/2017	
Oracle	Oracle Database	21c		Skipped		12/1/2020					4/30/2024 (no ES)	https://support.oracle.com/knowledge/ Oracle%20Database%20Products/74206 0_1.html
		20c		Skipped								For 19c Long-Term Release, Error Correction / Patching is available through April 30, 2027 with paid ES. Premier Support (PS) ends April 30,
		19c Long- Term Release	1	Approved	N	4/1/2019	10/1/2019	10/31/2023	4/30/2024	10/31/2024	4/30/2025 (no ES/ULA); 4/30/2027 w/ES/ULA	
		18c Innovation Release	3	End of Support		7/1/2018	1/1/2019			12/30/2020	6/30/2021 (no ES)	
		12	2	End of Support		3/1/2017				9/30/2021	3/31/2022 (Limited Error correction from 12/1/2022- 3/31/2022)	
			1	End of Support		7/1/2013					7/31/2019	

	11	2 Terminal Release	End of Support								7/1/2018; Oracle has a global Extended Support Uplift Fee waiver in place for Oracle Database 12.1 and 11.1 for Oracle E- Business Suite	2
mySQL Database	9.x		Projected			10/28/2024						https://dev.mysql.com/doc/relnotes/my
	8.0.32 8.0.30		Emerging Approved	N	12/16/2022 7/26/2022		3/11/2023	1/11/2028 7/26/2027	1/11/2029 7/26/2028	1/11/2030 7/26/2029	7/26/2030	
	8.0.29		Approved	N - 1	4/26/2022		7/26/2022	4/26/2027	4/26/2028	4/26/2029	4/26/2030	
	5.7.40		Prohibited		10/21/2015		4/21/2016	10/21/2021	4/21/2022	10/21/2022	10/21/2023	https://dev.mysql.com/doc/relnotes/my sql/5.7/en/
	5.6		End of Support		2/5/2013					2/5/2020	2/5/2021	https://dev.mysql.com/doc/relnotes/my sql/5.6/en/
Apache Airflow	2	2.5.3	Projected									released 4/1/2023

Data ingestion &				Approved									
pipelines			2.5.1		N	12/17/2020		11/14/2022				TBD	https://airflow.apache.org/docs/apache- airflow/stable/installation/supported- versions.html
Mongo DB	Mongo DB	6.0		Approved	N	7/19/2022						7/31/2025	https://www.mongodb.com/support- policy/lifecycles
			6.1	End of Support		10/1/2022						2/28/2023	
			6.2	Approved	N	2/28/2023	5/1/2023					2/28/2026	
		5.0		Divest: Plan		7/1/2021			10/31/2022	7/31/2023	7/31/2024	10/31/2024	
Data Analytics and R	eporting Tools												
Esri	ArcGIS Server	11.0		Skipped		7/22/2022							https://enterprise.arcgis.com/en/server/ latest/get-started/windows/what-s-new- in-arcgis-for-server.htm
		10.9.1		Approved	N	11/18/2021		1/18/2022	12/1/2023	12/1/2024	12/1/2025	12/1/2027	
		10.8.1		Approved	N-1	7/28/2020		1/31/2021	7/1/2023	7/1/2024	7/1/2025	7/1/2026	https://support.esri.com/en/Products/E nterprise/arcgis-server/ArcGIS-Server/10- 8-1#product-support http://support.esri.com/other-
		10.8		Skipped		2/20/2020							
		10.7.1		Divest: Execution		6/27/2019		12/27/2019	11/18	3/2021	1/18/2022	6/1/2025	https://www.esri.com/arcgis- blog/products/arcgis- enterprise/announcements/update-to- arcgis-enterprise-product-lifecycle/
		10.7		Skipped		3/21/2018							

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		10.6.X	Prohibited		1/17/2018			9/1/2020	1/1/2022	2/1/2023	1/1/2024	
		10.5x and	Vendor		12/15/2016					10/27/2019	12/1/2022	
		earlier	End of Support		, , ,					-, ,	, , -	
SAP	BusinessObjects Business	BI v4.4	Projected									BI v4.4 GA Check - Click Here
		BI v4.3	Approved	N	6/12/2020		9/30/2020	12/31/2023	12/31/2024	12/31/2025	12/31/2027	https://blogs.sap.com/2020/06/16/sap-businessobjects-bi-4.3-now-available/ https://help.sap.com/doc/47c6f9556e04 1014910aba7db0e91070/4.3/en- US/sbo43_whats_new_en.pdf https://go.support.sap.com/roadmapvie wer/ https://blogs.sap.com/2020/06/13/sap-businessobjects-bi-4.3-sap-bi-4.3-released/
		BI v4.2	Divest: Execution	N-1	3/8/2016			9/1/2020	12/31/2022	12/31/2023		https://apps.support.sap.com https://wiki.scn.sap.com/wiki/display/B OBJ/SAP+Analytics SAP-BI-v4-2-Update_January-2017 (2).pdf https://360suite.io/blog/sap-bi-end-of- life-stages/ http://evtechnologies.com/mainstream- support-ending-2018/

		BI v4.1 and earlier		Vendor End of Support		8/30/2013				1/1/2019	1/1/2021	SAP-BI-End-of-Life-Stages_360suite-io- blog_2019.pdf
SAS	SAS			Projected		4/4/0000	7/4/2020	1/1/2025	4/4/2025	4/4/0007	1/1/2022	https://en.wikipedia.org/wiki/SAS_(soft
-	(Statistical Analysis System)	9.4	m8	Approved		1/1/2023	7/1/2023	1/1/2025	1/1/2026	1/1/2027	1/1/2028	ware) https://support.sas.com/software/maint
			m7		N	8/31/2020	2/1/2021	6/1/2023	6/1/2024	12/31/2024	8/31/2025	enance/index.html https://documentation.sas.com/?cdcld= pgmsascdc&cdcVersion=9.4_3.5&docset! d=whatsdiff&docsetTarget=titlepage.ht m&locale=en https://documentation.sas.com/api/coll ections/pgmsascdc/9.4_3.5/docsets/wha tsdiff/content/whatsdiff.pdf?locale=en# nameddest=titlepage
			m6	Divest: Execution		11/20/2018	5/20/2019	11/20/2021	5/20/2022	12/31/2022	2/28/2025	https://support.sas.com/en/documentat ion/system-requirements.html https://blogs.sas.com/content/iml/2013/08/02/how-old-is-your-version-of-sas-release-dates-for-sas-software.html https://support.sas.com/en/technical-support/services-policies.html

			m5	Prohibited		9/19/2017				3/19/2021	9/19/2021	2/28/2025	https://documentation.sas.com/api/doc sets/whatsnew/9.4_3.5/content/whatsn ew.pdf?locale=en#nameddest=titlepage
			m4	End of Support							11/16/2020	11/16/2021	
IBM	SPSS Statistics Server	29.0x		Approved	N		9/13/2022	3/1/2023	9/13,	/2024	3/1/2025	9/13/2027	https://www.ibm.com/support/pages/so
	(Originally Statistical Package for	28.0x		Approved	N-1	5/25/2021		11/25/2021		/2023	12/25/2023	5/25/2026	ftware-lifecycle-product-list https://www.ibm.com/support/pages/sit es/default/files/software- lifecycle/ibm_software_lifecycle_product list.csv
		27.0x		Divest: Execution		6/16/2020		12/16/2020	7/1/	2022	1/1/2023	6/30/2025	list.csy https://www.ibm.com/support/pages/st andard-and-enhanced-ibm-software- support-lifecycle-policies
		26.0x		Prohibited		4/9/2019		10/9/2019	5/25,	/2021	11/25/2021	8/31/2024	https://www.ibm.com/support/pages/ib m-software-support-continuous-delivery- lifecycle-policy http://www- 01.ibm.com/software/support/lifecycle/

		25.0x		End of Support		8/8/2017				8/1/2020	8/1/2022	01.ibm.com/software/support/lifecyclea pp/PLCSearch.wss?q=spss&ibm- search=Search https://www- 01.ibm.com/software/support/lifecyclea pp/PLCDetail.wss?synkey=T171443D80
		24.0x or earlier		End of Support		3/15/2016				3/1/2020	3/1/2021	https://en.wikipedia.org/wiki/SPSS
Splunk	Enterprise	SaaS	Current	Approved	N							https://www.splunk.com/en_us/legal/sp lunk-software-support-policy.html
Tableau	Desktop	Current		Approved	N	2/23/2023						https://www.tableau.com/support/releas
	Server	Current	2022.3.4	Approved	N	2/23/2023						https://www.tableau.com/support/releas
Microstrategy	Microstrategy	2021x		Approved		42/42/222	6/16/2021	6/00/2005	42/24/222	s landara s	43/24/205	https://www.microstrategy.com/en/sup port/support- lifecycle#:~:text=Platform%20Releases% 20will%20be%20delivered,as%20MicroSt rategy%20continues%20to%20innovate. w.microstrategy.com/en/support/suppo
		2020x		End of Support	N	12/18/2020 12/12/2019	6/12/2020	6/30/2023 6/12/2021	12/31/2023 12/31/2021	6/30/2024 6/30/2022	12/31/2024 12/31/2022	
		2020x		End of Support		12/12/2019	0/12/2020	0/12/2021	12/31/2021	0/30/2022	12/31/2022	
Oracle reporting (OBIEE)	(replaced with Oracle Analytics Cloud and Oracle Analytics Server)											
	OAC OAS											
Crystal Reports	SAP Crystal Reports											
Google	Google Analytics	SaaS	Current	Approved								https://support.google.com/analytics/an swer/9164320?hl=en#091721&zippy=%2 Creleases
R Core Team (open source)	R		4.2.2	Approved	N	10/31/2022	1/31/2023					https://www.r-project.org/ ; https://en.wikipedia.org/wiki/R_(progra
			4.1.3 All previous versions	Approved Prohibited	N - 1	3/10/2022	6/10/2022					mming_language)

Informatica	Intelligent Cloud	34.2	Current	Approved	N						https://www.informatica.com/content/d am/informatica- com/en/docs/informatica-cloud- description-schedule.pdf
			_			1	,	ı	ı		
	Description (add definitions,										
Key	specifically timelines)										
	Emerging										
	Projected										
	Approved										
	Divest: Plan										
	Divest: Execute										
	Prohibited										
	Skipped										
	End of Support										

Notes
Dataverse lets you securely store and manage data that's used by business applications. Data within Dataverse is stored within a set of tables. A table is a set of rows (formerly referred to as records) and columns (formerly referred to as fields/attributes). Each column in the table is designed to store a certain type of data, for example, name, age, salary, and so on. Dataverse includes a base set of standard tables that cover typical scenarios, but you can also create custom tables specific to your organization and populate them with data by using Power Query. App makers can then use Power Apps to build rich applications that use this data. https://learn.microsoft.com/en-us/power-apps/maker/data-platform/data-platform-intro
EA Direction is to continue upgrading to the newest long-term release. Up to and including SQL Server 2016, RTM and any subsequent SPs establish a new product baseline. For each new baseline, CUs are provided for roughly

Versioning does not apply, as this is Database as a Service (DBaaS)
DB2 for z/OS versions 11.1 (3/31/2021) and 10.1 (9/30/2017) have been withdrawn for support.
thm. 4/20/22, 44 F FOC data materialist mainiment
Innovation Release - NOT RECOMMENDED Error Correction / Patching is available until June 30 2023; 21c is not eligible for Extended Support (ES).
There are two types of Oracle Database releases:
Long Term Release and Innovation Release. Long
Term Release: Oracle Database Long Term Releases
are ideal for use sacce that honofit from loss

Release pattern: 3 months
Apache Airflow is an open-source workflow management platform for data engineering pipelines. support continues for approximately 3 years after release which was GA in December 202

current version is 6.2; patches are released monthly EA Direction is to continue upgrading to the newest long-term release. https://enterprise.arcgis.com/en/webappbuilder/latest/create-apps/about-versions.htm ArcGIS Enterprise 10.9.1 on Windows and Linux is a long-term support release. https://support.esri.com/en/Products/Enterprise/ar cgis-server/ArcGIS-Server/10-7#product-support ArcGIS Enterprise 10.8.1 is a long-term support release. NOTE: Beginning with ArcGIS Enterprise 10.7, versions of ArcGIS Enterprise will either be designated as short-term support releases or longterm support releases. Long-term support releases will receive a total of 6 years of support. https://support.esri.com/en/Products/Enterprise/ar cgis-server/ArcGIS-Server/10-8-1#product-support 10.8 is a short term release. ArcGIS Enterprise 10.7.1 will be a long-term support A long-term support release mirrors the product lifecycle as it has been defined since ArcGIS 10.2,

which includes a total of 6 years of support

ArcGIS Enterprise 10.7 is a short-term support release.

EA Direction is to continue upgrading to the newest release.

https://www.businessintelligencesoftware.co/sapbusinessobjects-bi-4-4.html Information on this site indicates that "...SAP Business Objects BI 4.4 is due to be released in Q1 2022 according to inside sources at SAP."

Product availability matrix is behind another type of login other than the initial one so unable to obtain via SAP's website. You are signed in with a P-user ID. Visitors with an S-user ID will benefit from more tools and enhanced functionality. If you are an SAP customer, contact a user administrator in your company to request such an ID. Your SAP Local Support Center can help you identify your administrators. If you already own an S-user ID, log out now and log in with your S-user ID. https://launchpad.support.sap.com/assets/shell/public-user.htm

https://apps.support.sap.com/sap/support/pam - requires credentials to access.

When access using credentials then says not authorized to view this resource and that I need another login.

https://support.sap.com/release-upgrademaintenance/release-strategy/release/onpremise/rules.html Product Availability Matrix: The Product Availability Matrix (PAM) is where you can find details about SAP software product versions, including availability and end of maintenance dates, upgrade paths, and technical release information (database platforms, Java platforms, operating systems, etc.). Mainstream support is 7 years; two years of additional priority-one support. Requires a login credential I don't seem to have as of September-2020 and is unnecessarily difficult to access for a product sold to the public. https://blogs.sap.com/2018/07/30/sap-

nttps://biogs.sap.com/2018/0//30/sapbusinessobjects-business-intelligence-suite-4.2-sp06sp6-released/

https://www.sap.com/products/roadmaps.html https://en.wikipedia.org/wiki/BusinessObjects

https://www.businessintelligencesoftware.co/sapbusiness-objects-versions.html

EA Direction is to continue upgrading to the newest release.

As of January 1, 2020, SAS has moved to the following, two-level support policy that is based on the General Availability date for a product:

Standard Support: This support level is based on a product's General Availability release date, and it has a time limit of five years from that date.

<u>Limited Support</u>: This support level is provided for products that move outside of the five-year Standard Support time frame. Limited Support lasts until the product is retired, and it includes selfhelp resources only for previously identified issues.

https://support.sas.com/en/technicalsupport/services-policies.html#non-current SAS 9 and SAS Viya are two unique platforms built for different use cases. Because of the advancement in technology and infrastructure since SAS 9 was released, the technology of SAS Viya is very different from SAS 9. SAS Viya is an open, unified, and powerful platform, ready for native Cloud deployment. Cloud Analytic Services (CAS) In-Memory Engine: This engine is the power behind SAS Viya. In SAS Viya, the SAS High-Performance Architecture and SAS LASR Analytic Server from SAS 9 combine to form a third-generation high-performance analytics engine.

n/sas-global-forum-proceedings/2019/3503-2019.pdf https://www.sas.com/content/dam/SAS/support/e

nttps://www.sas.com/content/gam/sAs/support/g n/technical-papers/sas9-4-sas-viya-functionalcomparison.pdf

SAS new Standard support is 5 years from GA date. There is a 1 year grace period for 9.2 (starting 1/2020). There is a 3 year grace period for 9.3. 9.4 versions have a 5 year grace period.

Note: Only m3 and higher is supported on Windows 10.

https://support.sas.com/en/technicalsupport/services-policies.html#non-current

EA Direction is to continue upgrading to the newest release.

IBM has aggressively moved many of the products in their software portfolio to Enhanced '5+3' support – a minimum of five full years of standard support from the date the product release was made generally available by IBM, with the option to get support extensions for at least an additional three years following a product's EOS date for an extra charge set by IBM.

Current pattern for SPSS is 5 to 6 years of support.

BM Software Lifecycle: Download a full copy of the IBM Software Lifecycle product list in CSV format.
nttps://www.ibm.com/support/pages/software- ifecycle-product-list
each minor version of these Products is Supported for twenty-four (24) months from the release of that minor version.
The most current version is Approved version; releases occur every month
s
Allow 6 months for Prohibited; Divest Plabn and Divest Execution; Allow 6 month for Emerging to approved
Requires additional research
Requires additional research
web-based analytics tool; includes App + Web properties
Free Software Foundation GNU General Public icense

SaaS; need login to verify product support